



**Office of the Attorney General  
Paul G. Summers**

**NEWS RELEASE**

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**Automobile and Car Rental Problems Top America's Primary Consumer Complaints List,  
Collecting Debts and Credit Problems — Tennessee's Biggest Complaints**

Renting and buying cars caused consumers more problems than any other complaint for 2000-2001, according to statistics released today by the National Association of Attorneys General (NAAG).

Closer to home, Telemarketing, which was sixth nationally, has not made Tennessee's Top 10 Consumer Complaints List for the past two years. It was the tenth most frequently reported consumer problem in Tennessee in 1999 and was not on the Top 10 list for several years prior. Telemarketing frequently ranks in the top 10 consumer complaints nationally. Attorney General Summers attributed fewer telemarketing complaints to two recent changes in Tennessee laws.

"Tennessee adopted the Do Not Call Telemarketing List, which enabled Tennesseans to get off the telemarketers' customer call lists. It is now illegal for a telemarketer to solicit anyone who is on the list. Secondly, efforts from the Chattanooga Telemarketing Task Force continue to pay off with help from other state and federal agencies to keep illegal telemarketers from operating in Tennessee."

Collecting debts and problems with credit was the biggest consumer complaint in Tennessee during 2000 (statistics are compiled by calendar rather than fiscal years). Mail order proved to be the second most frequently reported consumer problem last year followed by 3) utilities (complaints about gas, electric, cable and other regulatory matters); 4) home improvements; 5) auto repair; 6) used car sales; and 7) travel and transportation (problems with hotels, motels, reservations and airlines along with other transportation complaints). Miscellaneous complaints against various businesses placed eighth followed by health club complaints while business opportunity problems ranked last in the state's

top 10 list.

Nationally, home repairs and construction problems took second place on the list followed by 3) cramming; 4) credit reporting; 5) mail order; 6) telemarketing and 7) retail sales. For the first time ever, Internet sales and services ranked among the NAAG Top 10 Consumer Complaint List at Number Eight on the list. Contests/sweepstakes/prize promotions ranked ninth followed by financial and investment problems, which were last on the Top 10 List.

Tennesseans can file consumer complaints by contacting the Tennessee Division of Consumer Affairs at 615-741-4737 or by writing to: Tennessee Division of Consumer Affairs, Department of Commerce and Insurance, 500 James Robertson Parkway, 5<sup>th</sup> Floor, Davy Crockett Towers, Nashville, TN 37243-0565.